That which is claimed:

1.   A method for communicating with customers, comprising:

combining billing information and non-billing information to create a

5   customized communication;

conveying said customized communication to a customer.

2.   The method of claim 2, wherein combining billing information and non-billing
information to create a customized communication further comprises:

creating a customer database having said billing information and said

10   non-billing information;

classifying customers in said database;

selecting said non-billing information to communicate; and

classifying said non-billing information.

3.   The method of claim 2, wherein said database comprises:

15   customer profiles;

customer billing information; and

non-billing information profiles.

4.   The method of claim 3, wherein classifying customers in said database
comprises:

20   creating a set of classifications that correlate to customer traits;

assigning applicable classifications from said set of classifications to
customers; and

recording said applicable classifications in respective customer profiles
in said database.

25   5.   The method of claim 4, wherein classifying said non-billing information
comprises:

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assigning applicable classifications from said set of classifications to selected non-billing information; and

recording said applicable classifications in respective non-billing information profiles in said database.

5   6.   The method of claim 5, wherein combining billing information and non-billing information to create a customized communication further comprises:

combining billing information for a customer with non-billing information, wherein an applicable classification recorded in the profile of said non-billable information matches an applicable classification

10   recorded in said customer's profile.

7.   The method of claim 1, wherein said customized communication comprises a newsletter.

8.   The method of claim 1, wherein conveying said customized communication to a customer comprises providing printed material to said customer via a delivery

15   system.

9.   The method of claim 1, wherein conveying said customized communication to a customer comprises providing said customized newsletter to said customer electronically.

10.   A system for communicating with customers comprising:

20   an operator, wherein said operator selects an article of non-billing information;

computer readable media for combining billing information and non-billing information to create a customized communication, and

a computer system having a processor and a data store associated

25   therewith, said computer system being in communication with said computer readable media.

11.   The system of claim 10, wherein said computer system comprises:

a combination of a server connected to a network for communicating with a terminal connected to said network; and

a terminal connected to said network.

12. The system of claim 10, further comprising a set of classifications correlated to customer traits.

13. The system of claim 12, wherein applicable classifications are assigned to customers and said non-billing information.

14. The system of claim 13, wherein said operator assigns applicable classifications to customers and said non-billing information.

15. The system of claim 13, wherein said computer readable media further comprises instructions for assigning applicable classifications to customers and said non-billing information.

16. The system of claim 13, wherein said computer readable media further comprises a relational database system.

17. The system of claim 16, wherein said relational database system comprises:

a customer table, wherein said customer table comprises customer information, unique customer identifiers, and classifications assigned to customers;

a billing information table, wherein said billing information table comprises unique customer identifiers and customer billing information, and has a relationship to said customer table based on said unique customer identifiers;

a non-billing information table, wherein said non-billing information table comprises non-billing information and classifications assigned to said non-billing information, and has a relationship to said customer table based on said classifications; and

a report that combines billing information for a customer with non-billing information that possesses an assigned classification matching

an assigned classification of said customer, to create said customized communication for said customer.

18. The system of claim 10, wherein said customized communication comprises a newsletter.

5 19. The system of claim 16, further comprising a printer in communication with said computer system, wherein said printer is capable of printing said customized newsletter.

20. The system of claim 16, wherein said customized newsletter is conveyed to a customer electronically.

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